

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing Of Claims:

Please amend the claims as follows:

1. (Currently Amended) A method for aggregating and reporting customer feedback information, comprising:

conducting a survey by asking one or more at least one survey questions question about one or more at least one performance categories category associated with a survey subject to each of one or more at least one survey participants participant;

collecting responses from each of the one or more at least one survey participants participant in response to each of the one or more at least one survey questions question;

determining performance scores for each of the one or more at least one performance categories category;

assembling feedback analysis information, wherein the feedback analysis information comprises the performance scores and performance comments for each of the one or more at least one performance categories category from each of the one or more at least one survey participants participant about the performance of the survey subject;

querying a database with the feedback analysis information associated with the survey subject and the at least one performance category for a coaching comment;

determining [[a]] the coaching comment for each-of the one-or-more at least one performance categories category based on a performance score and assembled performance comments the feedback analysis information for each-of the one-or-more at least one performance categories category; and

preparing a performance survey subject scorecard containing a performance score and coaching comment for each-of the one-or-more at least one performance categories category.

2. (Currently Amended) The method of Claim 1, whereby wherein the survey subject scorecard further contains one-or-more the performance comment comments received from one-or-more the at least one survey participant for each-of the one-or-more at least one performance categories category.

3. (Currently Amended) The method of Claim 1, further comprising prior to determining performance scores for each-of the one-or-more at least one performance categories category, categorizing responses to each-of the one-or-more at least one survey questions question by survey subject and by the one-or-more at least one performance categories category associated with [[a]] the survey subject.

4. (Currently Amended) The method of Claim 3, whereby wherein determining performance scores for each-of the one-or-more at least one performance categories category includes analyzing a set of survey responses collected from the one

or more at least one survey participants participant responsive to questions about the performance of the survey subject.

5. (Currently Amended) The method of Claim 4, further comprising comparing the performance scores for each of the one or more at least one performance categories category with performance scores for the one or more at least one performance categories category from a prior survey period.

6. (Currently Amended) The method of Claim 5, further comprising comparing the performance scores for each of the one or more at least one performance categories category, [[with]] the performance scores for the one or more at least one performance categories category being associated with a group of survey subjects.

7. (Original) The method of Claim 1, further comprising forwarding the survey subject performance scorecard to a survey subject supervisor.

8. (Original) The method of Claim 7, further comprising posting the survey subject performance scorecard to an Internet-based web page.

9. (Currently Amended) The method of Claim 1, further comprising after collecting responses from each of the one or more at least one survey participants in response to each of the one or more at least one survey questions question, storing the responses in a survey results database.

10. (Currently Amended) The method of Claim 9, further comprising preparing a summary report for each the survey subject containing responses to each of the one or more at least one survey questions question from each of the one or more at least one survey participants participant.

11. (Currently Amended) The method of Claim 10, further comprising forwarding the summary report to [[the]] a survey subject supervisor.

12. (Currently Amended) The method of Claim 3, further comprising prior to categorizing responses to each of the one or more at least one survey questions question by survey subject and by one or more the at least one performance categories category associated with a the survey subject, querying a survey results database for responses for each of the one or more at least one survey participants participant in response to each of the one or more at least one survey questions question.

13. (Canceled)

14. (Currently Amended) The method of Claim 1, further comprising prior to conducting [[a]] the survey by asking at least one survey questions question about one or more the at least one performance categories category associated with [[a]] the survey subject to each of the one or more at least one survey participants participant, identifying one or more the at least one survey participants participant.

15. (Currently Amended) The method of Claim 14, wherein identifying one or more the at least one survey participants participant includes identifying a survey sampling group based on the survey subject about which the survey is to be conducted.

16. (Currently Amended) The method of Claim 14, further comprising obtaining contact information for each of the one or more at least one survey participants participant.

17. (Currently Amended) The method of Claim 1, further comprising conducting the survey by live interview with each of the one or more at least one survey participants participant.

18. (Currently Amended) The method of Claim 1, further comprising conducting the survey by interactive voice response session with each of the one or more at least one survey participants participant.

19. (Currently Amended) The method of Claim 1, further comprising conducting the survey by Internet-based interview session with ~~each of the one or more~~ ~~at least one~~ survey participants participant.

20. (Currently Amended) The method of Claim 1, further comprising conducting the survey via a survey kiosk with ~~each of the one or more~~ ~~at least one~~ survey participants participant.

21. (Currently Amended) The method of Claim 1, ~~whereby~~ wherein the survey subject is an employee.

22. (Currently Amended) The method of Claim 1, ~~whereby~~ wherein the survey subject is a product.

23. (Currently Amended) The method of Claim 1, ~~whereby~~ wherein the survey subject is a service.

24. (Currently Amended) A method for creating a customer feedback performance scorecard, comprising:

surveying a group of survey participants regarding the performance of a survey subject in association with ~~one or more~~ ~~at least one~~ performance categories category; collecting responses from each at least one survey participant;

based on at least one survey participant responses response, determining performance scores for each of the one or more at least one performance categories category;

assembling feedback analysis information, wherein the feedback analysis information comprises the performance scores and performance comments for each of the one or more at least one performance categories category from each the at least one survey participant about the performance of the survey subject;

querying a database with the feedback analysis information associated with the survey subject and the at least one performance category for a coaching comment;

tailoring a coaching comment for each of the one or more at least one performance categories category based on performance scores and assembled performance comments the feedback analysis information and based on a comparison of performance scores and assembled performance comments with performance scores and assembled performance comments associated with prior surveys; and

preparing a performance survey subject scorecard containing a performance score and coaching comment for each of the one or more at least one performance categories category.

25. (Currently Amended) A system for creating a customer feedback performance scorecard, comprising:

a customer service research center operative to:

to-survey a group of survey participants regarding the performance of a survey subject in association with one-or-more at least one performance categories category,[[;]] and

to-collect responses from each at least one survey participant; and a customer feedback performance scorecard engine operative to:

to-determine performance scores for each of the one-or-more at least one performance categories category based on survey participant responses,[[;]]

to-assemble feedback analysis information, wherein the feedback analysis information comprises the performance scores and performance comments for each of the one-or-more at least one performance categories category from each the at least one survey participant about the performance of the survey subject,[[;]]

to-query a coaching comments database with the feedback analysis information for coaching comments related to performance scores and performance comments,[[;]]

to-tailor a coaching comment for each of the one-or-more at least one performance categories category based on performance scores and assembled performance comments feedback analysis information and based on a comparison of performance scores and assembled performance comments with performance scores and assembled performance comments associated with prior surveys,[[;]] and

to prepare a performance survey subject scorecard containing a performance score and coaching comment for each of the one or more at least one performance categories category.